

Troubleshooting: Individuals Missing or Showing Up Incorrectly

If a Worker, Supervisor, or Local Administrative Manager (LAM) is missing or showing up incorrectly, please follow the instructions below to troubleshoot before escalating the issue.

Workers missing or showing up incorrectly

If a worker is showing up under an incorrect supervisor/county/district/agency, please use the following steps to resolve the issue:

1. Did the worker have cases assigned to them in MiSACWIS **BEFORE** 12:00AM on Day 1 of the current Quarter?
 - a. If yes, move on to instruction #2.
 - b. If no, the worker should show up correctly next quarter as long as cases are assigned to them in MiSACWIS by 11:59 PM on the last day of the quarter.
 - i. Completing instructions #3-6 will be helpful to complete in case of any other possible errors.
2. Was the individual assigned to their current supervisor/county/district/agency **AFTER** 12:00AM on Day 1 of the current Quarter?
 - a. If no, complete instructions #3-6
 - b. If yes, the individual should show up correctly next quarter.
 - i. The Local Administrative Manager should re-assign correct supervisor to the individual for this quarter, if possible. (*See “Local Administrative Manager: Change Supervisor Assigned to a Worker” Job Aid*)
 - ii. Completing instructions #3-6 will be helpful to complete in case of any other possible errors.
3. Review MiSACWIS Information for the individual(s) and ensure the following:
 - a. County/agency/district information up to date and accurate.
 - b. They are coded with the correct MiSACWIS User Group for the necessary MiTEAM Fidelity Web Application Access Type. (*See “Troubleshooting: Access Type in the MiTEAM Fidelity Web Application” Job Aid*)
 - c. Their MiSACWIS User Group(s) are correct for the program(s) they are in.
 - d. They are not coded for any additional User Groups in MiSACWIS that they should not be.
 - e. The correct workers are assigned to the correct supervisor.
 - f. All information in MiSACWIS is updated for this individual.
4. If necessary, Update MiSACWIS Information for the individual(s).
 - a. Contact MiSACWIS Help Desk if you need MiSACWIS Support.

***NOTE:** Updates in MiSACWIS will not automatically be reflected in the MiTEAM Fidelity Web Application. Changes will be reflected in the next quarter.

5. Sign in to the MiTEAM Fidelity Web Application as soon as possible at the beginning of the next quarter to see if issue is corrected.

6. If the same problem still occurs in next quarter and no additional changes occurred after 12:00AM Day 1 of the new Quarter, follow the instructions for escalating an issue. *(Please see “Troubleshooting: General Escalation of a MiTEAM Fidelity Web Application Issue.”)*

TEMPORARY WORKAROUND: *There are currently issues occurring during the sample selection process as a result of the MiTEAM Fidelity Web Application and MiSACWIS Application not communicating together correctly. This is causing some workers to be missing, to disappear when a case “Reject” occurs, or disappear for other unknown reasons. DTMB is working to understand why this is happening and resolve the issue. However, this process could take some time. Therefore, this workaround was developed to temporarily allow manual entry of some cases when this occurs until the underlying issue can be resolved.*

Workaround:

- a. If all case and user information in MiSACWIS was correct, click on the “Missing Workers” Tab on your Home Screen. Determine if your worker is listed here.
- b. If your worker’s name is listed, work collaboratively with them to determine a case that a MiTEAM Fidelity Tool could be completed on.
- c. In the “Missing Workers” section, click on your worker’s name.
- d. When the demographics page pops up, manually enter case information for a case that is able to be reviewed for MiTEAM Fidelity.
- e. The worker’s name and case information you just entered will be generated onto your home page.
- f. You can enter into the data entry section and enter MiTEAM Fidelity Data for the case as you normally would.

Last Resort: *If all of the above, including the workaround, do not resolve the issue, please refer to the MITEAM Fidelity Job Aid “Procedural Instructions: When MiTEAM Fidelity Data Cannot Be Entered.”*

Supervisor missing or showing up incorrectly

If a supervisor is showing up under an incorrect county/district/agency, please use the following steps to resolve the issue:

1. Did the supervisor have workers assigned to them in MiSACWIS **BEFORE** 12:00AM on Day 1 of the current Quarter?
 - a. If yes, move on to instruction #2.
 - b. If no, the supervisor should show up correctly next quarter as long as workers are assigned to them in MiSACWIS by 11:59 PM on the last day of the quarter.
 - i. Completing instructions #3-6 will be helpful to complete in case of any other possible errors.
2. Was the individual assigned to their current program/county/district/agency **AFTER** 12:00AM on Day 1 of the current Quarter?
 - a. If no, complete instructions #3-6.
 - b. If yes, the individual should show up correctly next quarter.
 - i. Completing instructions #3-6 will be helpful to complete in case of any other possible errors.

3. Review MiSACWIS Information for the individual(s).
 - a. County/agency/district information up to date and accurate.
 - b. They are coded with the correct MiSACWIS User Group for the necessary MiTEAM Fidelity Web Application Access Type. (See *“Troubleshooting: Access Type in the MiTEAM Fidelity Web Application” Job Aid*)
 - c. Their MiSACWIS User Group(s) are correct for the program(s) they are in.
 - d. They are not coded for any additional User Groups in MiSACWIS that they should not be.
 - e. The correct workers are assigned to the correct supervisor.
 - f. All information in MiSACWIS is updated for this individual.
4. If necessary, Update MiSACWIS Information for the individual(s).
 - a. Contact MiSACWIS Help Desk if you need MiSACWIS Support.

NOTE: Updates in MiSACWIS will not automatically be reflected in the MiTEAM Fidelity Web Application. Changes will be reflected in the next quarter.

5. Sign in to the MiTEAM Fidelity Web Application as soon as possible at the beginning of the next quarter to see if issue is corrected.
6. If the same problem still occurs in next quarter and no additional changes occurred after 12:00AM Day 1 of the new Quarter, follow the instructions for escalating an issue. (Please see *“Troubleshooting: General Escalation of a MiTEAM Fidelity Web Application Issue.”*)

Local Administrative Manager (LAM) missing or showing up incorrectly

If a LAM is showing up under an incorrect program/county/district/agency, please use the following steps to resolve the issue:

1. Was the individual coded in MiSACWIS for the program(s) they cover **BEFORE** 12:00AM on Day 1 of the current Quarter?
 - a. If yes, move on to instruction #2.
 - b. If no, they should show up correctly next quarter as long they are coded for the correct programs in MiSACWIS by 11:59 PM on the last day of the quarter.
 - i. Completing instructions #3-6 will be helpful to complete in case of any other possible errors.
2. Was the individual assigned to their current county/district/agency **AFTER** 12:00AM on Day 1 of the current Quarter?
 - a. If no, complete instructions #3-6.
 - b. If yes, the individual should show up correctly next quarter.
 - i. Completing instructions #3-6 will be helpful to complete in case of any other possible errors.
3. Review MiSACWIS Information for the individual(s).
 - a. County/agency/district information up to date and accurate.
 - b. They are coded with correct MiSACWIS User Group for the necessary MiTEAM Fidelity Web Application Access Type. (See *“Troubleshooting: Access Type in the MiTEAM Fidelity Web Application” Job Aid*)

- c. Their MiSACWIS User Group(s) are correct for the program(s) they are in.
 - d. They are not coded for any additional User Groups in MiSACWIS that they should not be.
 - e. The correct workers are assigned to the correct supervisor.
 - f. All information in MiSACWIS is updated for this individual.
4. If necessary, Update MiSACWIS Information for the individual(s).
- a. Contact MiSACWIS Help Desk if you need MiSACWIS Support.

NOTE: Updates in MiSACWIS will not automatically be reflected in the MiTEAM Fidelity Web Application. Changes will be reflected in the next quarter.

5. Sign in to the MiTEAM Fidelity Web Application as soon as possible at the beginning of the next quarter to see if issue is corrected.
6. If the same problem still occurs in next quarter and no additional changes occurred after 12:00AM Day 1 of the new Quarter, follow the instructions for escalating an issue. *(Please see "Troubleshooting: General Escalation of a MiTEAM Fidelity Web Application Issue.")*